**Finally trying to move from Splunk WorkSpace to Cisco 'Cloud PC'. Guidance on this process is incoherent. Is a YubiKey required??**

**3 respuestas**

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**Neerja ChauhanNeerja Chauhan**[**Hoy a las 11:03**](https://keosgroup.slack.com/archives/C01TFF9L623/p1746723838704289?thread_ts=1746722240.068649&cid=C01TFF9L623)

**YubiKey was not required by me rather it used DUO auth. As contractors we have not recd the mail with cisco id. I have created the doc with high level steps as I remember. Will appreciate if you find it useful and fill in the missing steps.**

**No se ha encontrado este archivo.**

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**Bob VasalyBob Vasaly**[**Hoy a las 11:04**](https://keosgroup.slack.com/archives/C01TFF9L623/p1746723892658139?thread_ts=1746722240.068649&cid=C01TFF9L623)

**Thanks Neerja!**

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**Neerja ChauhanNeerja Chauhan**[**Hoy a las 11:10**](https://keosgroup.slack.com/archives/C01TFF9L623/p1746724253644579?thread_ts=1746722240.068649&cid=C01TFF9L623)

**Please this new copy of doc as I found more info shared by bitsybot**

**Documento Word**

**[Cisco Cloud PC.docx](https://keosgroup.slack.com/files/U08CT8XMLET/F08RB8TTKBQ/cisco_cloud_pc.docx?origin_team=T01TFF9KU6B&origin_channel=C01TFF9L623" \t "_blank)**

**[Ver Documento Word en Slack](https://keosgroup.slack.com/files/U08CT8XMLET/F08RB8TTKBQ/cisco_cloud_pc.docx?origin_team=T01TFF9KU6B&origin_channel=C01TFF9L623" \t "_blank)**

**Cisco Cloud PC Setup**

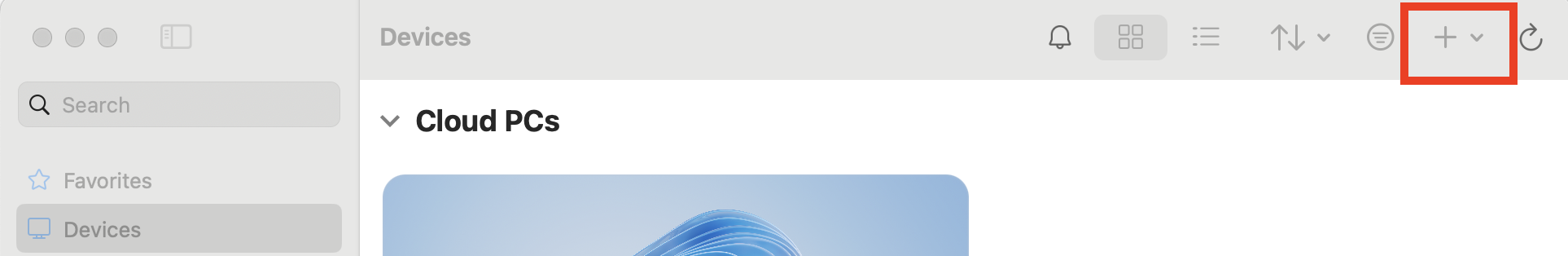
***Note:*** *For any help needed in setup process please reach out to Splunk Support ONLY.*

**STEP 1: Get Cisco email**

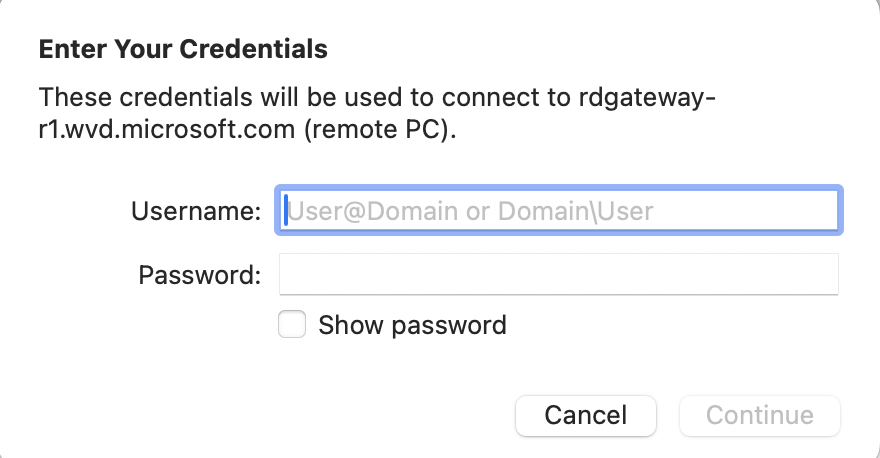
* Look for an email from [CiscoIT@cisco.com](mailto:CiscoIT@cisco.com) titled "Welcome to Cisco! Set up your Account." This email should include your Cisco ID/CEC ID username and a temporary password. If you haven't received it, check your spam or junk folder
* If you have not received any email > Raise helpdesk ticket with splunk support
* They will share your cisco email ID and reset the password

**STEP 2: Cisco Cloud PC**

* Get windows app installed on PC. For iOS devices, app is found here: <https://apps.apple.com/in/app/windows-app/id1295203466?mt=12>
* Open Windows app and use + sign to configure cloud PC



* Provide your Cisco credentials (This may need another Splunk service desk support)



* Should also have DUO on mobile for 2 factor authentication. It may need Cisco DUO Authentication on mobile for login
* For first time it will take 10 -15 mins to set your cloud to configure you email and other programs

KB0091865 -

Latest Version

Cisco Windows Cloud PC FAQ

Article metadata.

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 This article has 51 views.•  51 Views This article has average rating: 0 out of 5 stars• ( )( ) ( ) ( ) ( )

**Overview**

Windows Cloud PC is a virtual Windows 11 desktop that runs in the Microsoft Cloud. Windows Cloud PC is fully managed and secured by Cisco IT, just like any physical device.

**How do request a Windows Cloud PC?**

Visit [Devices - Laptops: Request a Cloud PC.](https://devices.cisco.com/cloud-pc/order" \t "_blank) From the Devices portal you can designate yourself as the recipient or you can submit a request for someone else.

**What is the standard configuration for a Windows Cloud PC?**

The standard configuration for a Windows Cloud PC is currently 4 vCPU, 16GB RAM, 128GB storage.

**What are system requirements for a Windows Cloud PC?**

In order to connect to a Windows Cloud PC, your Operating System (OS) must be up to date and apply any patches within 30 days of release.

**How do I set up Windows Cloud PC?**

Follow the instructions provided in the email sent to you. These instructions are also contained in this knowledge article: [How to set up Cisco Windows Cloud PC](https://splunk.service-now.com/splunk?id=kb_article_view&sysparm_article=KB0091873)

**How do I find the information to connect to Windows Cloud PC?**

Follow the instructions in this knowledge article and remember to log in with your Cisco Credentials: [How to set up Cisco Windows Cloud PC](https://splunk.service-now.com/splunk?id=kb_article_view&sysparm_article=KB0091873)

**How do confirm if I have a Windows Cloud PC?**

Your Cloud PC will be listed on devices.cisco.com under "My Devices". You can launch the Cloud PC from there. Click the "Launch" button under the Cloud PC image and Hostname.

**Do I need to log out of my Windows Cloud PC after each session?**

There is no need to log out of your Windows Cloud PC. You can just disconnect or close the window.

**Where should I store my data?**

You should only use your Windows Cloud PC to temporarily store data. We recommend you store your data in OneDrive or on Sharepoint.

**Do I need to be connected to the VPN to access my Windows Cloud PC?**

No, you can access your Windows Cloud PC without having to connect to the VPN. Zero Trust enabled applications and websites will be available without the VPN and will require Duo multi-factor authentication (MFA). If you require a VPN connection within your Windows Cloud PC, please connect to the location closest to your Windows Cloud PC rather than closest to your physical location.

**How do I use Webex on a Windows Cloud PC?**

Webex will automatically be installed on your Windows Cloud PC, but you must install the latest [Webex App VDI Plugin](https://help.webex.com/en-us/article/ntp1us7/Webex-App-%7C-VDI-release-notes#_ff8dd002-55da-4c64-a481-32a465c09fc1) on your local device to have the best experience (ensure you are installing the "Webex App VDI Plugin" and not the "Webex App"). Installing the plugin on your local device will optimize the audio/video experience when using a local microphone/speaker during Webex meetings launched inside the Windows Cloud PC.

**What happens if my Cloud PC is not used?**

Your Cloud PC incurs costs to Cisco, and as a result, if it is left unused for a period exceeding 60 days, it will be subject to automatic deletion and you would have to submit a new request for a Cloud PC.

**I received an error while my Cloud PC was setting up for work or school. What should I do?**

If you receive an error while your device is setting up, select "Try again." If you continue to see this error, please select "Continue." Any missing policies or configurations for your Cloud PC will be installed once you have reached the desktop.

**Why was I asked for credentials to install Duo Desktop?**

To install Duo Desktop you must have Local Administrator rights on the device you plan to use to access your Cloud PC. If you aren't a local administrator, contact the owner of your device or your organization's IT department for assistance.

**How do I find the option to Add Work or School Account in the Windows App on my Mac?**

You can set up the Windows app with a Workspace URL instead of adding Work or School Account:

1. From the Windows App, navigate to the menu bar on your Mac and select **Connections** and then **Add Workspace**
2. Enter rdweb.wvd.microsoft.com and then select **Add**
3. When prompted, sign in with your Cisco username and password and complete authentication with Duo
4. If this is your first time accessing your Cloud PC, it may take a few moments to automatically set up within the app. When it's ready, your Cloud PC will be listed in the **Devices** tab
5. Proceed to "Step 2 to setting up your Cisco Windows Cloud PC: Install essential tools and finish setup" in [How to set up Cisco Windows Cloud PC](https://splunk.service-now.com/kb_portal?id=kb_article_view&sysparm_article=KB0091873) to continue.

**How do I use the Windows App to access other Cloud PCs or remote desktops?**

**For Windows**

The Windows App only allows you to access Cloud PCs and Azure Virtual Desktops available to your Microsoft Online account. To switch between your workspaces, select your account profile picture in the top-right corner and select another logged in account or sign in with another account.

**For macOS and iOS/iPadOS**

The Windows App allows you to access Cloud PCs and Azure Virtual Desktops available to your Microsoft Online account, Remote Desktop Services and individual devices.

To switch between your workspaces, select your account profile picture in the bottom-left corner and select another logged in account. Or, you can add a new account by navigating to the menu bar on your Mac and then selecting Connections > Add Workspace or via the menu with the plus-sign icon in the top-right corner of the application window.

Your non-cloud PC, Azure Virtual Desktop and Workspace devices will show in all workspaces under "Saved Devices."

**What do I do if I receive a 'Device is non-compliant' message under System Scan when connecting to VPN?**

It usually takes around 10 minutes to get your VPN working. However, in some cases it can take up to 60 minutes to become active. If you receive an error, please disconnect from VPN. If you're still unable to connect after 60 minutes refer to the **Support** section for next steps.

**How do I import favorites from my Splunk VDI to Cisco Cloud PC?**

There is no import tool to copy favorites from your Splunk VDI to the Cisco Cloud PC. You will need to manually export them and then upload them to your Cisco OneDrive so that you can download them once you are logged in to the Cloud PC.

**Support**

**Questions? Issues?**Click[Get Help](https://splunk.service-now.com/splunk?id=kb_article_view&sysparm_article=KB0090443) for options to get assistance from our ITS Global Service Desk. Please **DO NOT** contact Cisco IT for assistance as this will delay the resolution of your issue.  Please **DO NOT** use HelpZone for any IT Support.

KB0091873

How to set up Cisco Windows Cloud PC

Article metadata.

This article was updated•  7mo ago7 months ago

 This article has 57 views.•  57 Views This article has average rating: 0 out of 5 stars• ( )( ) ( ) ( ) ( )

**Overview**

This article provides information on how to set up a Cisco Windows Cloud PC. 

Visit [Windows@Cisco](https://cisco.sharepoint.com/sites/Windows/SitePages/Cloud-PC.aspx) (sign in with your Cisco ID and password) from your Cloud PC or another Cisco-trusted device to learn more about how your Cloud PC experience includes:

* A Windows device that's always accessible - from any device, on any network, at any time
* A high level of compatibility with Cisco software and systems
* A fully featured, native Microsoft 365 application suite with deep OS integration

**If you experience an error at any time during this process, please refer to troubleshooting steps listed in this article:**[**Windows Cloud PC FAQ**](https://splunk.service-now.com/splunk?id=kb_article_view&sysparm_article=KB0091865)

**Prerequisites**

* The OS on the Physical device you'll use to access your Cloud PC must be up to date and have the latest patch within 30 days of release
* Your Cisco email and password
* Duo Mobile set up on your mobile device - OR - Yubikey set up in your Duo Cisco MFA profile.
* A reliable internet connection

**How to set up a Cisco Windows Cloud PC**

**Before setting up your Cisco Windows Cloud PC, Install Duo Desktop, which is required to keep your Cloud PC secure**

* 1. Download and open the file listed below, based on your operating system, to initiate the installation wizard
     + Windows users: [Duo Desktop for Windows](https://dl.duosecurity.com/DuoDesktop-latest.msi)
     + Mac users: [Duo Desktop for MacOS](https://dl.duosecurity.com/DuoDesktop-latest.pkg)
     + Linux users: Duo Desktop .deb or Duo Desktop .rpm according to distribution
  2. Follow the prompts to install Duo Desktop
  3. Once installation is complete, confirm Duo Desktop is running by selecting the icon from the taskbar on your physical device.
  4. Once you've done that, you will be done with this part of the process! Please proceed to "Step 1 to setting up your Cisco Windows Cloud PC: Get Started"

**Step 1 to setting up your Cisco Windows Cloud PC: Get started (Windows users)**

* 1. Download and install the [Remote Desktop App](https://go.microsoft.com/fwlink/?linkid=2139369). Once it's installed you can close it.
  2. Download and install the latest version (the highest number) of the [Webex App VDI Plugin](https://help.webex.com/en-us/article/ntp1us7/Webex-App-%7C-VDI-release-notes#_ff8dd002-55da-4c64-a481-32a465c09fc1)
  3. Install the [Windows App](https://apps.microsoft.com/detail/9N1F85V9T8BN) from the Microsoft Store
  4. If prompted, sign in with your **Cisco username and password**and authenticate with Duo. If you're already signed in with a non-Cisco account, please select **Sign out** or **Sign in with another account**and then sign in with your Cisco Username and password.  
     **Note:**If this is your first time accessing your Cloud PC, it may take a few moments to automatically set up within the app. When it's ready, your Cloud PC will be listed in the **Devices** tab.
  5. Select **Connect** to launch your Cloud PC
  6. Once you've done that, you will be done with this part of the process! Please proceed to "Step 2 to setting up your Cisco Windows Cloud PC: Install essential tools and finish setup" to continue the process.

**Step 1 to setting up your Cisco Windows Cloud PC: Get started (Mac users)**

* 1. Go to the Apple App Store and Install the [Windows App](https://apps.apple.com/gb/app/windows-app/id1295203466)
  2. Once it's installed, open the app and accept the on-screen prompts to set up microphone and camera access
  3. Select the menu with the **plus-sign** icon at the top right of the application window and then choose **Add Work or School Account.**If you're unable to find the "Add Work or School Account" option, please refer to the troubleshooting steps in [Windows Cloud PC FAQ](https://splunk.service-now.com/kb_portal?id=kb_article_view&sysparm_article=KB0091865)
  4. Sign in with your **Cisco username and password** and complete authentication with Duo  
     **Note:** If this is your first time accessing your Cloud PC, it may take a few moments to automatically set up within the app. When it's ready, your Cloud PC will be listed in the **Devices** tab.
  5. Once you've done that, you will be done with this part of the process! Please proceed to "Step 2 to setting up your Cisco Windows Cloud PC: Install essential tools and finish setup" to continue the process

**Step 1 to setting up your Cisco Windows Cloud PC: Get started (Linux users)**

* 1. In a web browser, navigate to <https://windows365.microsoft.com/>
  2. Sign in with your **Cisco username and password** and authenticate with Duo
  3. Your Cloud PC will be listed under "Your Cloud PCs"
  4. Select **Open in browser** to launch your Cloud PC
  5. Accept the on-screen prompts and sign in with your **Cisco username and password**
  6. Once you've done that, you will be done with this part of the process! Please proceed to "Step 2 to setting up your Cisco Windows Cloud PC: Install essential tools and finish setup" to continue the process

**Step 2 to setting up your Cisco Windows Cloud PC: Install essential tools and finish setup**

* 1. Upon launching your Cloud PC, you may be asked to set up "In Session Settings" according to your preferences
  2. After your Cloud PC launches, enter your **Cisco username and password** to log in
  3. ***Once you've logged in, you won't be able to use your Cloud PC for 15 - 30 minutes while we***[***install some essential tools***](https://cisco.sharepoint.com/sites/Windows/SitePages/What's-on-Windows.aspx)*(sign in to this Sharepoint link with your Cisco username and password)*
  4. *As soon as you get access to your Cloud PC desktop, complete the following steps:*
     1. *Sign in to Microsoft Edge*
        + *From the desktop or start menu on your Cloud PC, open Microsoft Edge*
        + *At the top left of the Microsoft Edge window, select****Sign in > Complete sign in***
        + *Allow Microsoft Edge to complete the sign in process*
     2. *Sign in to Microsoft OneDrive*
        + *From the taskbar or start menu on your Cloud PC, open OneDrive*
        + *If asked, select****Sign in***
        + *If prompted, enter your****Cisco email address (***[***CiscoID@cisco.com***](mailto:CiscoID@cisco.com)***)****and select****Sign in***
        + *When prompted to "Back up folders on this PC" leave all options selected and****Start backup***
     3. *Sign in to Windows Search*
        + *Open the start menu on your Cloud PC*
        + *Navigate to the search bar and click*
        + *If asked, select****Verify account****and allow Windows Search to complete the verification*
  5. Once you've done that, you will be done with this part of the process! Please proceed to "Step 3 to setting up your Cisco Windows Cloud PC: Store data, connect to VPN and learn about [Windows@Cisco](mailto:Windows@Cisco) - Cloud PC

**Step 3 to setting up your Cisco Windows Cloud PC: Store data, connect to VPN and learn about**[**Windows@Cisco**](mailto:Windows@Cisco)**- Cloud PC**

**Use OneDrive or SharePoint to access and store data**

To access data from another Windows PC, Cloud Desktop, Linus PC or Mac, store your data in OneDrive or Sharepoint. This will automatically synchronize data between all of your devices and make it accessible to your Cloud PC. You should only temporarily store data on your Cloud PC.

**Connect your Cloud PC to the Cisco virtual private network (VPN)**

Connecting to VPN may be necessary to access certain applications. If you connect to VPN, choose the connection closest to the assigned location of your Cloud PC rather than your physical location

* 1. Open Cisco Secure Client from the system tray or start menu
  2. In the drop-down menu under AnyConnect VPN, choose the connection closest to the assigned location of your Cloud PC.

**Connecting your Cloud PC to the Cisco virtual private network: Americas**

* If your Cloud PC is in Canada, select **Ottowa**
* If your Cloud PC is in Eastern United States (US), select **RTP**
* If your Cloud PC is in Central US, select **RTP**
* If your Cloud PC is in Western US, Central America or South America, select **San Jose**

**Connecting your Cloud PC to the Cisco virtual private network: Asia, Pacific, Japan and China**

* If your Cloud PC is in Australia, select **Sydney**
* If your Cloud PC is in Japan, select **Tokyo**
* If your Cloud PC is in the Asia Pacific region, select **Singapore**

**Connecting your Cloud PC to the Cisco virtual private network: India**

* If your Cloud PC is in Central India, select **Bangalore**

**Connecting your Cloud PC to the Cisco virtual private network: Europe, Middle East and Africa**

* If your Cloud PC is in Western Europe, select **Amsterdam**
* If your Cloud PC is in Eastern Europe, select **London**
* If your Cloud PC is in Africa or the Middle East, select **TelAviv**

**Support**

**Questions? Issues?**Click[Get Help](https://splunk.service-now.com/splunk?id=kb_article_view&sysparm_article=KB0090443) for options to get assistance from our ITS Global Service Desk.

**Please DO NOT contact Cisco IT for assistance as this will delay the resolution of your issue. Please DO NOT use *HelpZone* for any IT Support**